



STS Career Opportunities

Date Posted: November 20, 2019

Position Title: Information Systems Technical Consultant (Change Manager supporting Enterprise Solutions Architect Team)

Supporting: Enterprise Solutions Architect Team

Hiring Manager: Bob Campbell

Closing Date for Posting: Two Weeks

Job Overview Summary:

Reports to the Service Transition Manager who reports to the Chief Systems Architect within Strategic Technology Solutions (STS).

The Enterprise Systems Architecture organization owns the Service Transition processes for STS. The Service Transition Programs consist of a number of management roles to include Change Management, Configuration Management, and Release Management.

The **Change Manager** supports these management processes by acting as chair of the Change Advisory Board, to insure that the Change Management process is executed as documented by the process owner; maintaining the change calendar, and maintaining accurate metrics and KPIs associated with the Change Management process.

Duties and Responsibilities:

- In conjunction with the Service Transition Program, develop and maintain the change management processes
- Accountable for insuring that the Change Management process is executed as documented, including but not limited to:
 - Performing initial technical review of proposed change request and action plans
 - Interfacing with operational groups to coordinate and resolve issues related to proposed change requests
 - Insuring criteria for change categories are applied appropriately and uniformly
 - Insuring all required analysis has been completed prior to implementations to assess impact and risk
 - Insuring all affected departments are aware of the change
 - Insuring changes are implemented and completed in a timely fashion
- Manage the change calendar to insure that changes do not conflict or introduce risk to events, activities, or services statewide
- Lead and manage the Change Advisory Board to insure proposed changes are assessed by a cross functional group to assess impact, scope, and prioritization.
- Maintain and manage the decommissioning process
- Initiate and manage continuous improvement activities for the Change Management Process
- Develop, maintain and communicate a comprehensive set of roles and responsibilities (RACI) for all participants in the change management process
- Train new users on the use of the change management process

- Support, engage and serve as a alternate to Service Transition, CMDB and Release Management

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Must have at least 8 years of experience within Information Technology. This experience must have proven success managing or leading high-level programs, or projects. This could be inclusive of project management, or performing the role of a team lead of an operational area. Experience in direct management of people is not required.
- Must have prior experience as a change agent and superb interpersonal skills with demonstrated success in managing through influence.
- Must have good planning, presentation, writing, and communication skills as the candidate will be required to prepare and present briefings to senior management.
- Must have expert level skills in cross-functional team building, consensus building, conflict resolution, and risk management.
- Must be able to demonstrate superior research and data analytic skills to track and predict trends.
- Must be proficient using MS Office products to include word processing, spreadsheet and collaboration software.
- Must have the ability to multi-task in a dynamic environment.
- Must be able to collaborate with executives, creative teams, research and development, and product development teams.
- Must have experience working with automated ITSM ticketing systems (Incident, Problem, Change, and Service Requests).

Preferred Qualifications:

- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

Only candidates who meet the minimum requirements for the position will be interviewed. The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

This position requires a criminal background check. Therefore, you may be required to provide information about your criminal history in order to be considered for this position.

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.